

# Claims

- [c1] 1. A method to aggregate evaluation of at least one metric across a plurality of resources, comprising:  
determining an aggregate evaluation of a selected metric for a group of resources of the plurality of resources;  
adjusting the aggregate evaluation of the selected metric in response to evaluation criteria; and  
determining if any predetermined thresholds have been violated.
- [c2] 2. The method of claim 1, further comprising determining an aggregate evaluation of at least one chosen metric for at least one other group of resources of the plurality of resources.
- [c3] 3. The method of claim 2, wherein the selected metric and the at least one chosen metric are the same metric.
- [c4] 4. The method of claim 2, further comprising determining a combined aggregate evaluation for all metrics and all groups of resources associated with each metric.
- [c5] 5. The method of claim 4, further comprising adjusting the combined aggregate evaluation in response to the evaluation criteria.

- [c6] 6. The method of claim 2, further comprising forming each group of resources of the plurality of resources using a predetermined criteria.
- [c7] 7. The method of claim 6, wherein each group of resources contains a similar type of resource.
- [c8] 8. The method of claim 1, further comprising selecting the metric from one of a resource availability metric, a resource performance metric, a resource response time metric, a resource utilization metric and a memory utilization metric.
- [c9] 9. The method of claim 1, further comprising deriving the evaluation criteria from a service level agreement.
- [c10] 10. A method to aggregate availability across a plurality of resources, comprising:
  - determining a total aggregate downtime for a group of resources of the plurality of resources during a predetermined time period;
  - adjusting the total aggregate downtime in response to an aggregation criteria; and
  - determining one of an availability or an unavailability for the group of resources in response to an adjusted total aggregate downtime.

- [c11] 11. The method of claim 10, wherein adjusting the total aggregate downtime comprises applying the aggregation criteria to any overlapping downtime between resources.
- [c12] 12. The method of claim 10, further comprising deriving the aggregation criteria from a service level agreement.
- [c13] 13. The method of claim 10, wherein adjusting total aggregate downtime comprises counting downtime in response to a preset number of resources in the group of resources being unavailable simultaneously.
- [c14] 14. The method of claim 10, further comprising defining the availability or unavailability for the group of resources as at least one of a percentage of total time the resources are available or unavailable during the predetermined time period, or a number of resources available or unavailable during the predetermined time period.
- [c15] 15. The method of claim 10, further comprising determining a total aggregated downtime for all resources in at least one other group of resources of the plurality of resources.
- [c16] 16. The method of claim 15, further comprising determining an aggregate downtime for each group of resources based on a different aggregation criteria for each group.

- [c17] 17. The method of claim 15, further comprising determining a combined aggregate downtime for all groups of resources.
- [c18] 18. The method of claim 17, further comprising determining if any thresholds have been violated by the combined aggregate downtime.
- [c19] 19. The method of claim 10, further comprising defining the group of resources as a static list.
- [c20] 20. The method of claim 10, further comprising defining the group of resources as a dynamic list.
- [c21] 21. The method of claim 10, further comprising accounting for different time periods in adjusting the total aggregate downtime.
- [c22] 22. A system to aggregate evaluation of at least one metric across a plurality of resources, comprising:
  - a processor; and
  - an evaluator operable on the processor to determine an aggregate evaluation of a selected metric for a group of resources of the plurality of resources, to adjust the aggregate evaluation of the selected metric in response to evaluation criteria, and to determine if any predetermined thresholds have been violated.

- [c23] 23. The system of claim 22, further comprising a data source to store metric information from each resource of the group of resources.
- [c24] 24. The system of claim 22, further comprising a service level management database to store service level management information.
- [c25] 25. The system of claim 22, further comprising means for presenting the aggregate evaluation of the selected metric for the group of resources.
- [c26] 26. The system of claim 22, further comprising means to determine an aggregate evaluation of at least one chosen metric for at least one other group of resources of the plurality of resources.
- [c27] 27. The system of claim 26, further comprising means to determine a combined aggregate evaluation for all chosen metrics and all groups of resources associated with each metric.
- [c28] 28. The system of claim 22, wherein the selected metric is one of a resource availability metric, a resource performance metric, a resource response time metric, a resource utilization metric and a memory utilization metric.

- [c29] 29. The system of claim 22, wherein the evaluation criteria is derived from a service level agreement to adjust the aggregated evaluation of the selected metric.
- [c30] 30. A method to make a system to aggregate evaluation of at least one metric across a plurality of resources, comprising:  
providing a processor; and  
providing an evaluator operable on the processor to determine an aggregate evaluation of a selected metric for a group of resources of the plurality of resources, to adjust the aggregate evaluation of the selected metric in response to evaluation criteria, and to determine if any predetermined thresholds have been violated.
- [c31] 31. The method of claim 30, further comprising providing means to determine an aggregate evaluation of at least one chosen metric for at least one other group of resources of the plurality of resources.
- [c32] 32. The method of claim 30, further comprising providing means to determine a combined aggregate evaluation of all chosen metrics and all groups of resources associated with each metric.
- [c33] 33. The method of claim 30, further comprising providing a data source to store metric information from each

resource of the group of resources.

[c34] 34. The method of claim 30, further comprising providing a service level management database couplable to the processor to store service level management information.

[c35] 35. A computer-readable medium having computer-executable instructions for performing a method, comprising:  
determining an aggregate evaluation of a selected metric for a group of resources of the plurality of resources;  
adjusting the aggregate evaluation of the selected metric in response to evaluation criteria; and  
determining if any predetermined thresholds have been violated.

[c36] 36. The computer-readable medium having computer executable instructions for performing the method of claim 35, further comprising determining an aggregate evaluation of at least one chosen metric for at least one other group of resources of the plurality of resources.

[c37] 37. The computer-readable medium having computer executable instructions for performing the method of claim 36, further comprising determining a combined aggregate evaluation for all chosen metrics and all

groups of resources associated with each metric.

- [c38] 38. The computer-readable medium having computer executable instructions for performing the method of claim 37, further comprising adjusting the combined aggregate evaluation in response to the evaluation criteria.
- [c39] 39. The computer-readable medium having computer executable instructions for performing the method of claim 35, further comprising selecting the metric from one of a resource availability metric, a resource performance metric, a resource response time metric, a resource utilization metric and a memory utilization metric.
- [c40] 40. The computer-readable medium having computer executable instructions for performing the method of claim 35, further comprising deriving evaluation criteria from a service level agreement.
- [c41] 41. A method to aggregate evaluation of at least one metric across a plurality of resources, comprising:
  - determining a total aggregate downtime of a group of resources;
  - determining one of a percentage of resources available or unavailable during an evaluation interval, or a number of resources available or unavailable during the evalua-



tion interval; and

determining if the percentage of resources or number of resources available in aggregate exceeds a specified breach value.

[c42] 42. The method of claim 41, further comprising defining availability characteristics on individual base metrics and breach values based on a service level agreement.

[c43] 43. The method of claim 41, further comprising obtaining times of unavailability or availability for each resource in a service level objective.

[c44] 44. The method of claim 41, further comprising adjusting for any schedule states in determining if a specified breach value is exceeded.